



## 95TH GENERAL ASSEMBLY

### State of Illinois

2007 and 2008

HB5597

by Rep. Elizabeth Coulson

#### SYNOPSIS AS INTRODUCED:

New Act

Creates the Statewide Central Abuse and Neglect Hotline Act. Requires the establishment of a statewide central hotline to receive reports of abuse, neglect, or financial exploitation under the various Acts that require or permit the reporting of abuse, neglect, or financial exploitation. Provides that hotline operators shall immediately connect callers with intake personnel at the appropriate State agency. Designates the Department of Human Services as the lead agency to establish and administer the hotline. Creates a task force composed of the Director of Aging, the Director of Children and Family Services, the Director of Healthcare and Family Services, the Secretary of Human Services, and the Director of Public Health to develop a plan to establish and implement the hotline and to perform other functions. Effective immediately.

LRB095 17918 DRJ 44907 b

FISCAL NOTE ACT  
MAY APPLY

A BILL FOR

1 AN ACT concerning State government.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 1. Short title. This Act may be cited as the  
5 Statewide Central Abuse and Neglect Hotline Act.

6 Section 5. Central abuse and neglect hotline.

7 (a) The Department on Aging, the Department of Children and  
8 Family Services, the Department of Healthcare and Family  
9 Services, the Department of Human Services, and the Department  
10 of Public Health shall establish a statewide central hotline to  
11 receive reports of abuse, neglect, or financial exploitation  
12 under the Department of Human Services Act, the Mental Health  
13 and Developmental Disabilities Administrative Act, the Abuse  
14 of Adults with Disabilities Intervention Act, the Abused and  
15 Neglected Long Term Care Facility Residents Reporting Act, the  
16 Illinois Public Aid Code, the Elder Abuse and Neglect Act, the  
17 Abused and Neglected Child Reporting Act, or any other Act that  
18 requires or permits the reporting of abuse, neglect, or  
19 financial exploitation. The Department of Human Services shall  
20 serve as the lead agency in establishing the hotline.

21 (b) Upon receiving a call reporting abuse, neglect, or  
22 financial exploitation, a hotline operator shall immediately  
23 connect the caller with intake personnel at the State agency

1 that is appropriate to take and investigate the report. The  
2 hotline operator shall not take any more information from the  
3 caller than is necessary to determine the State agency with  
4 which the caller should be connected. That information shall  
5 include, but need not be limited to, the age and residential or  
6 other setting of the individual who is the subject of the  
7 report.

8 (c) Every hotline operator shall receive appropriate  
9 training to enable the operator to identify the appropriate  
10 State agency that has jurisdiction over the investigation of a  
11 report of abuse, neglect, or financial exploitation.

12 Section 10. Task force. The Statewide Central Abuse and  
13 Neglect Hotline Task Force is created. The task force shall  
14 consist of the Director of Aging, the Director of Children and  
15 Family Services, the Director of Healthcare and Family  
16 Services, the Secretary of Human Services, and the Director of  
17 Public Health, or their designees. The Secretary of Human  
18 Services, or his or her designee, shall serve as the  
19 chairperson of the task force. The task force shall do the  
20 following:

21 (1) Develop the plan to establish and implement the  
22 hotline.

23 (2) Develop a plan to ensure that the hotline is  
24 accessible to everyone, including persons with  
25 disabilities and persons with limited English proficiency.

1           (3) Determine the technology (including assistive  
2 technology) that will be needed to implement the hotline.

3           (4) Determine the number and qualifications of staff  
4 needed to implement the hotline.

5           (5) Develop a training curriculum for hotline  
6 operators.

7           (6) Monitor the implementation of the hotline to ensure  
8 that callers are connected with the proper State agency.

9           Section 99. Effective date. This Act takes effect upon  
10 becoming law.